



FREQUENTLY ASKED QUESTIONS

Sheltered Housing

Has the situation changed since Boris Johnson's announcement on the 10th May?

No. The situation has not changed. The Welsh Government are still asking people to Stay Home and Stay Safe.

Am I allowed to have anyone in my property?

No, unless you receive care from a provider. If somebody is delivering food to your property, they should drop it at the front door. If they do come into the property, you should go into another room and close the door. If you have a gas safety check, please go into a different room to the workman to protect both of you.

Am I allowed to leave my property?

You should only leave your property to go for your daily exercise, to collect essentials such as food or medication, for medical reasons or to attend to somebody in your care.

Why are the wardens doing welfare visits?

Some residents do not have access to a phone therefore wardens are visiting them, following government guidance, to make sure they are ok and have everything they need.

Can I request the warden doesn't visit me?

Yes you can request that you receive a welfare phone call. However, please understand that if a warden cannot get through to you via phone and no one else has heard from you, then they may visit you to make sure you are ok.

Do I have to keep paying service charges?

Yes. You are still receiving a warden service, albeit it differently to how you would normally receive it. You are also still accessing services such as communal laundry and communal lighting/heating.

My neighbour isn't self-isolating, they keep going out and having visitors for several hours. I'm worried. What can I do?

Please let your warden or Housing Officer know if you are worried. Alternatively, you can contact the Police to report non-compliance of the guidelines.

Can I still meet up with other residents in the complex?

No, even though you all live in the same complex, you could be carrying the virus and spread it to other residents.

How can I pay my rent without coming into the office?

You can call 01437 764551, ask to pay your rent and pay over the phone.

I've had a shielding letter – am I entitled to a free food parcel?

If you have received a shielding letter and are struggling to go out and buy food and essentials for yourself, give the community hub a call on 01437 776301 and they will be able to help you get some support.

Can I go and stay with my family and then return to the complex?

We strongly advise against doing this. If you leave the complex and then return, you run the risk of carrying the virus and spreading it to other residents who may be very vulnerable. If you have left, please stay where you are. If you absolutely have to return, please go straight to your property and avoid touching anything in the communal area as you may have picked up germs on the journey.

Can I use the communal laundry facility?

Yes, as long as you abide by the government guidance of keeping 2 meters away from other residents.

Who is my warden and how do I contact them?

If you need to speak to your warden, please do not hesitate to give them a ring on the number below.

Warden Contact		
All Haverfordwest Schemes	Katrina Conner	07500 976197
All Tenby Schemes	Daniela Walker / Keri Broome	07825 145983
Dairy Park, Vivian Dr, Nelson Ave & Nubian Terrace	Jean Mayes	07979 366568
Windsor Gdns & Orchard Crt	Angie Dwyer	07919 692239
Hilton Hs, Stratford Hs, Robinson Hs, Palace Crt, 109 Charles St, Marble Hall Rd & Cl, Magnet Hs	Peter Davies	07799 425996
Lamphey, Park View, St Faiths, Jogram Av, Paynter St, South Terr, Back Terrace, Montgomery Cl, Amphion Crt, Hamilton Crt, Law St, Market St	Vanessa Allen	07799 365839
Yr Hafan, Woodfield Avenue, Newton Terr, Belmore Gdns, Hill Park, Maes Ingli	Diane Nicholson	07767 418375

Useful Contacts

Age Cymru free check-in and chat

📞 08000 223 444

✉️ enquiries@agecymru.org.uk

🖱️ www.ageuk.org.uk/cymru

